International Students
Orientation and Information Guide

2015
Contents

Welcome to Our International Students .......................................................... 6
   The International Services Unit Contacts ..................................................... 6
   Emergency and Important Contacts ............................................................. 6
Quick Checklist upon Arrival in Australia ....................................................... 7
North Coast TAFE Campus Contacts: ............................................................. 8
International and North Coast TAFE Student Services .................................... 9
   Counselling and Careers Services ............................................................. 10
   Counsellors – Northern Area .................................................................. 11
   Counsellors – Southern Area .................................................................. 11
   Student Association Member Benefits .................................................... 13
   Student Association Officers .................................................................... 13
Studying and Coursework Information ............................................................ 16
   Unsatisfactory progress over two semesters .............................................. 16
   Intervention strategy ............................................................................. 16
   Appeals Process ..................................................................................... 17
   Suspending student enrolment .................................................................. 17
      What does suspension mean? ............................................................ 17
      When can a student request suspension of their study? ...................... 17
   Withdrawal of Studies ......................................................................... 18
   The ESOS ACT ...................................................................................... 18
      You’re right to know .......................................................................... 18
      Your responsibilities .......................................................................... 19
   Early Exit from Course ........................................................................ 19
   Extra English Classes .......................................................................... 19
   Plagiarism .............................................................................................. 20
      What Happens if I Plagiarise? ............................................................ 20
   Learner Support .................................................................................... 21
   Disability Services .............................................................................. 22
      Disability Consultants ...................................................................... 22
   Mental Health ......................................................................................... 23
   Physical Health ....................................................................................... 23
   Sexual Health ......................................................................................... 23
International Student Opportunities .............................................................. 25
   International Student of the Year Awards ............................................... 25
      North Coast TAFE Campus International Students of the Year Award .... 25
      Council of International Students Australia Student of the Year Award 25
      New South Wales Government International Student of the Year Awards 25
   International Student Ambassador Programme ..................................... 26
      Write blogs, host an event, earn money and gain professional development! 26
      PART 1: Your details ......................................................................... 27
      PART 2: Your social media usage ..................................................... 27
      PART 3: submission blog .................................................................. 27
Campus Maps .................................................................................................. 28
Emergency Telephone Numbers ................................................................. 37
  Some useful contact numbers ................................................................. 37
  Legal Aid .................................................................................................. 37

Information of Interest ............................................................................. 38

Send a Mate to TAFE .................................................................................. 39

Transport Information ............................................................................... 40
  Driving ...................................................................................................... 40
  Carpooling ............................................................................................... 40
  Bus Companies ......................................................................................... 41
  Air, Bus Train .......................................................................................... 41
  Coach Companies .................................................................................... 41

Distances between Campuses .................................................................. 42

Public Transport Safety ........................................................................... 45
  Buses ........................................................................................................ 45
  Trains ........................................................................................................ 45
  Taxis ........................................................................................................... 45

Personal Safety .......................................................................................... 46
  General ...................................................................................................... 46
  If you are out and about .......................................................................... 46

Accommodation and Home Life ............................................................... 47

Where to look for accommodation .......................................................... 47

Renting ........................................................................................................ 47
  Security Deposits/Bond ........................................................................... 47
  Signing a Lease ......................................................................................... 47
  Inspection of Property ............................................................................. 47
  Utilities ...................................................................................................... 47
  Restrictions ............................................................................................... 48
  Inspecting a Potential Property .............................................................. 48
  Choosing a Roommate ............................................................................ 48
  Bills and Expenses .................................................................................. 48
  Food .......................................................................................................... 48
  Cleaning .................................................................................................... 49
  Personal Habits and Individual Needs ................................................... 49
  Smoking and Drugs ................................................................................ 49
  Music and Television ............................................................................. 49
  Personality Traits and Communication ................................................. 49
  Housekeeping .......................................................................................... 49
  Kitchen Stoves and Ovens ...................................................................... 49
  Refrigerators ............................................................................................. 50
  Disposal of Rubbish ............................................................................... 50
  Cleaning Kitchens .................................................................................. 50
  Cleaning the Bathroom .......................................................................... 50
  Cleaning Floors ....................................................................................... 50
  Cleaning Products .................................................................................. 50
  Maintenance, Fixtures and Fittings ......................................................... 50
  Smoke Alarms ........................................................................................ 51

Home Security ............................................................................................ 52
  Some general security tips ..................................................................... 52
  Contents Insurance .................................................................................. 52

Safe Practices in the Home ......................................................................... 53
  Electricity .................................................................................................. 53

The safe use of electricity assists in preventing house fires ..................... 53
Candles, Oil Burners and Cigarettes ................................................................. 53
Cooking .............................................................................................................. 53
Plan Your Escape ............................................................................................ 54
Tips for Cheaper Living .................................................................................. 55

Public Services and Utilities ........................................................................... 56
Bank Account – Setting up ............................................................................. 56
Telephones ....................................................................................................... 56
Making Phone Calls within Australia ................................................................. 56
Calling Australia from Overseas ....................................................................... 57
Mobile/Cell Phones .......................................................................................... 57
Computer and Internet Access .......................................................................... 58
Australia Post .................................................................................................... 58
Small Letters .................................................................................................... 58
Envelope Layout ............................................................................................... 58
Time Zones in Australia .................................................................................... 60
Australian Eastern Standard Time (AEST) ....................................................... 60
Daylight Saving Time ....................................................................................... 60
City Council Websites ...................................................................................... 61
Coffs Harbour City Council ............................................................................. 61
Clarence Valley Council ................................................................................. 61
Kempsey Shire Council ..................................................................................... 61
Tweed Shire Council ......................................................................................... 61
Lismore City Council ........................................................................................ 61
Port Macquarie Hastings Council ..................................................................... 61
Greater Taree City Council .............................................................................. 62
Ballina Shire Council ......................................................................................... 62
Richmond Valley Council ............................................................................... 62
Nambucca Shire Council ............................................................................... 62
Great Lakes Council ......................................................................................... 62

Australian Culture, Diversity and Lifestyle .................................................... 63
Listen, observe and ask questions .................................................................. 63
Become involved ............................................................................................... 63
Try to maintain a sense of perspective .............................................................. 63
Maintain some of the routines and rituals you may have had in your home country ........................................................................................................ 63
Keep lines of communication open with those at home .................................. 63
Sense of humour ............................................................................................... 64
Ask for help ....................................................................................................... 64

Culture Shock .................................................................................................. 64
Overcoming Culture Shock ............................................................................... 65
Recognition ....................................................................................................... 65
Be objective ....................................................................................................... 65
Set goals ............................................................................................................. 65
Share your feelings .......................................................................................... 65

Culture and Social Customs ............................................................................ 65
Greeting People ................................................................................................ 65
Clothing Customs ............................................................................................. 66
Polite Behaviour ............................................................................................... 66
Australian Slang ............................................................................................... 66
Responding to an Invitation ............................................................................. 67
Tipping ............................................................................................................... 68
Public Holidays and Special Celebrations ...................................................... 68

Further Tips and Other Information ................................................................ 72
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun Safety</td>
<td>72</td>
</tr>
<tr>
<td>Sun Protection</td>
<td>72</td>
</tr>
<tr>
<td>Beach Safety</td>
<td>72</td>
</tr>
<tr>
<td>Remember the F-L-A-G-S and Stay Safe!</td>
<td>72</td>
</tr>
<tr>
<td>And remember</td>
<td>73</td>
</tr>
<tr>
<td>What is a RIP?</td>
<td>73</td>
</tr>
<tr>
<td>Identifying a Rip</td>
<td>73</td>
</tr>
<tr>
<td>Escaping From a Rip</td>
<td>73</td>
</tr>
<tr>
<td>Negotiating the Surf</td>
<td>73</td>
</tr>
<tr>
<td>Storm Safety</td>
<td>74</td>
</tr>
<tr>
<td>Dangerous Animals and Plants</td>
<td>74</td>
</tr>
<tr>
<td>Bites and Stings</td>
<td>75</td>
</tr>
<tr>
<td>The Australia-wide Poisons Information Centres have a common telephone number: 131 126</td>
<td>75</td>
</tr>
<tr>
<td>Anaphylaxis – allergic reactions</td>
<td>75</td>
</tr>
<tr>
<td>General First Aid for Bites and Stings</td>
<td>75</td>
</tr>
<tr>
<td>Acknowledgements</td>
<td>76</td>
</tr>
</tbody>
</table>
Welcome to Our International Students

North Coast TAFE and the International Services Unit welcomes all international students to join Australian students in studying for their future at one of the most beautiful and friendly locations in the world.

North Coast TAFE International Services Unit is here to assist you and provide the services that support you whilst you study with us.

The International Services Unit Contacts:

The team members are:
- Jo-Anne Stavely - Leader Business Capability
- Diane Nance-Kivell - International Services Coordinator

“Welcome to Australia. Thank you for choosing North Coast Institute of TAFE. From everybody at the International Services Unit we wish you all the best in adjusting to your new life and of course all the best in your study. There are many challenges you will face and many opportunities as well!

We are here to assist you negotiating both.

Living and studying on the North Coast will be one of the most memorable experiences of your life. It is a privilege for us to have you studying with us and we look forward to an exciting time supporting you.”

Emergency and Important Contacts

International Services Coordinator
Diane Nance-Kivell (Monday to Friday)
Office: (02) 6672 0809
Mobile: 0417 127 474
Email: Diane.nance-kivell@tafensw.edu.au
Murwillumbah Campus
Main St, Murwillumbah NSW 2484
Quick Checklist upon Arrival in Australia

Please Tick (✓)

Call home ........................................  □
Settle into accommodation ......................  □
Contact institution .................................. □
Purchase household items and food ............. □
Enrol children in school (if applicable) .......... □
Attend international student orientation ........ □
Get student ID card and enrol at Administration □
Advise health insurance company of address and get card □
Open a bank account ...............................  □
Attend faculty/course specific orientation sessions □
Get textbooks/resources required ................. □
Start classes .......................................  □
Apply for tax file number if seeking work ...... □
Get involved in student life and associations (e.g. music, sporting and cultural clubs). □
## North Coast TAFE Campus Contacts:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Address</th>
<th>Ph:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ballina Campus</strong></td>
<td>154 Burnet Street</td>
<td>(02) 6681 8900</td>
</tr>
<tr>
<td><strong>Casino Campus</strong></td>
<td>144 Barker Street</td>
<td>(02) 6661 2000</td>
</tr>
<tr>
<td><strong>Coffs Harbour Campus</strong></td>
<td>Glenreagh Street</td>
<td>(02) 6648 2400</td>
</tr>
<tr>
<td><strong>Coffs Harbour Education Campus (CHEC)</strong></td>
<td>Hogbin Drive</td>
<td>(02) 6659 3000</td>
</tr>
<tr>
<td><strong>Great Lakes Campus</strong></td>
<td>The Northern Parkway</td>
<td>(02) 6555 0600</td>
</tr>
<tr>
<td><strong>Grafton Campus</strong></td>
<td>Clarence Street</td>
<td>(02) 6641 1600</td>
</tr>
<tr>
<td><strong>Kempsey Campus</strong></td>
<td>58 Sea Street</td>
<td>(02) 6562 7255</td>
</tr>
<tr>
<td><strong>Kingscliff Campus</strong></td>
<td>Cudgen Road</td>
<td>(02) 6674 7200</td>
</tr>
<tr>
<td><strong>Lismore Campus</strong></td>
<td>64 Conway Street</td>
<td>(02) 6623 0200</td>
</tr>
<tr>
<td><strong>Macksville Campus</strong></td>
<td>5-9 West Street</td>
<td>(02) 6569 2000</td>
</tr>
<tr>
<td><strong>Maclean Campus</strong></td>
<td>Wombah Street</td>
<td>(02) 6645 4252</td>
</tr>
<tr>
<td><strong>Murwillumbah Campus</strong></td>
<td>Main Street</td>
<td>(02) 6672 0800</td>
</tr>
<tr>
<td><strong>Port Macquarie Campus</strong></td>
<td>Widderson Street</td>
<td>(02) 6581 6200</td>
</tr>
<tr>
<td><strong>Taree Campus</strong></td>
<td>Montgomery Crescent</td>
<td>(02) 6591 3600</td>
</tr>
<tr>
<td><strong>Trenary Campus</strong></td>
<td>Trenayr Road</td>
<td>(02) 6644 4700</td>
</tr>
<tr>
<td><strong>Wauchope Campus</strong></td>
<td>Young Street</td>
<td>(02) 6586 9500</td>
</tr>
<tr>
<td><strong>Wollongbar Campus</strong></td>
<td>Sneaths Road</td>
<td>(02) 6620 4700</td>
</tr>
</tbody>
</table>
## International and North Coast TAFE Student Services

### Student Responsibilities

<table>
<thead>
<tr>
<th>Student Responsibility</th>
<th>Action</th>
</tr>
</thead>
</table>
| **Address – changes to**                    | Student to notify the following organisations within 7 days:  
  - Campus administration section (see page 8 for numbers)  
  - The International Students Centre (ISC) - 1300 302 456  
  - Medibank 132 331  
| **Applications, Fees etc.**                 | Student to contact the International Student Centre (ISC) in Sydney - Toll free on 1300 302 456 (useful to have your IO number when you call)  
  **Ensure you put the COE and your enrolment information in a safe place and where you can access it**  
  All fees must be paid as per invoice instructions **not** at the campus administration area  |
| **Health Insurance Registration and Renewal - Overseas Student Health Cover** | Students with Medibank OSHC go to: [https://secure.medibank.com.au/smi/StudentRegistration.aspx](https://secure.medibank.com.au/smi/StudentRegistration.aspx)  
  Enter your last name, date of birth and student ID and register for secure Online Member Services.  
  Finally confirm details and mailing address Medibank Private  
  Phone: 132 331  |
| **Study matters**                           | **Call the International Services Coordinator**  
  Diane Nance-Kivell  
  Office: 02 66747320  
  Mobile: 0417 127 474  |
| Leave of Absence / Suspension               | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
| - Withdrawal                                | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
| - Transfer of course or campus              | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
| - Recognised Prior Learning (RPL)           | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
| - Complaints / Appeals                      | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
| **Visas**                                   | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
| - Student visas                             | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
| - Spouse visas                              | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
| - Permanent Residency information and process | Study to contact DIAC (Department of Immigration and Citizenship)  
  [www.immi.gov.au](http://www.immi.gov.au) or call 131 881  
International Student Centre (ISC) – Sydney

The ISC received your application and issued your offer letter and Confirmation of Enrolment (COE) form. They handle all finance related issues, receipting of fees and any refund requests. Any questions regarding the application process, Confirmation of Enrolments or refunds is to be done by the student directly to the ISC by calling them on 1300 302 456.

The International Student Hotline

The hotline was set up so students can raise concerns about their study.

1300 363 079 - Monday to Friday 8.00am to 6.00pm

The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying.

If you are having problems with your study, safety, accommodation or at work, you can call the International Student Hotline, which is operated by the Department of Education, Employment and Workplace Relations (DEEWR). They will:

- Provide advice on who you should contact, or
- Allow you to report your concerns.

There is no need to give your name. North Coast TAFE will help you with safety and welfare issues. As you education and training institution we required by law to assist you with problems which may arise when you are studying. NCTAFE provide a staff member for you to contact if you are having problems with adjusting to life and study in Australia.

- Make sure you know the contact person at your institution - International Student Coordinator
- Always contact this person for help if you experience problems

Anti-Discrimination

If you believe you are experiencing discrimination at your educational institution, at work or elsewhere, contact the Australian Human Rights and Equal Opportunity Commission on 1300 656 419. www.hreoc.gov.au

Counselling and Careers Services

Counsellors are here to help you with almost any difficulty you may have. If they can’t help you directly they will refer you to someone who can. This professional service is free and confidential.

Some things you can discuss with your counsellor include:

- Course difficulties
- Career planning
- Course planning
- Personal matters
- Asking advice on existing services in your area
### Counsellors – Northern Area

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Ph</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Leach</td>
<td>Ballina</td>
<td>6681 8937</td>
</tr>
<tr>
<td>Tracey Morison</td>
<td>Kingscliff</td>
<td>6674 7235</td>
</tr>
<tr>
<td>William Montague-Elliott</td>
<td>Lismore Casino</td>
<td>6623 0215 6661 2000</td>
</tr>
<tr>
<td>Chelle Wallace</td>
<td>Murwillumbah</td>
<td>6672 0816</td>
</tr>
<tr>
<td>Janet Allen</td>
<td>Wollongbar</td>
<td>6620 4757</td>
</tr>
</tbody>
</table>

### Counsellors – Southern Area

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Ph</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gemma Brooks</td>
<td>Coffs Harbour</td>
<td>6648 2407</td>
</tr>
<tr>
<td>Jannelle Geraghty</td>
<td>CHEC</td>
<td>6659 3030</td>
</tr>
<tr>
<td>Julia Collins</td>
<td>Great Lakes</td>
<td>6555 0632</td>
</tr>
<tr>
<td>Beris Derwent</td>
<td>Kempsey</td>
<td>6560 2920 6586 9500</td>
</tr>
<tr>
<td>Christine Truran</td>
<td>Grafton</td>
<td>6641 1652 6603 5006</td>
</tr>
<tr>
<td>Peter McGrath</td>
<td>Macksville</td>
<td>6569 2018</td>
</tr>
<tr>
<td>Andrew Hart</td>
<td>Port Macquarie</td>
<td>6581 6212</td>
</tr>
<tr>
<td>Liz Smith</td>
<td>Taree</td>
<td>6591 3659</td>
</tr>
</tbody>
</table>

### Careers Connect @ North Coast TAFE

Careers Connect @ North Coast TAFE is a free online job vacancy and career service for students and employers.

We encourage International Students to use careersconnect@northcoast TAFE job vacancy service to apply for paid part time work. Acquiring part time work can count towards the required 900 hours for Permanent Residency.

Students can:

- Search for vacant positions (full time, part time or casual)
- Create your own resume – using our templates
- Access North Coast TAFE News and Events
- Access Tips and Tricks on interviews
- Access employers in your local region
For More Information, contact the Careers Connect Coordinator, by phoning: 131 601
Email: careersconnect.northcoast@tafensw.edu.au
Website: www.nci.tafensw.edu.au

Job Seeking

There are many ways to look for work. They include:
- using the TAFE Careers Connect job seeker matching service
- networks and connections through family and friends
- Directly approaching businesses with your resume.
- checking the local newspaper advertisements
- asking your teachers for industry contacts

Checking out one of the following websites

- www.seek.com.au
- www.careerone.com.au
- www.getjobs.com.au
- www.mycareer.com.au
- www.jobsinoz.com.au
- www.jobsearch.com.au
Student Association

The Student Association provide benefits and support services to students. Many Student Associations provide support for the physical college environment such as outdoor furniture, shading, landscaping and vending machines by actively raising funds for refurbishments in partnership with the campus management.

Student Association Member Benefits
Student Association Members are entitled to various benefits, depending on which campus you attend. You can access your benefits by showing your TAFE card where discounts or events are offered.

While benefits vary from campus to campus, the voluntary Student Association membership provides great value, and often much more in tangible and intangible benefits. These services and benefits contribute positively to the education and training of our students when they feel supported in their learning environment and comfortable in their physical environment.

It is free to join the Student Association.

Common membership benefits include on and off-campus discounts on a variety of goods, thus saving the student money which may help reduce financial stress. Most offer on-campus lunchtime activities and entertainment. Some campus Associations operate campus bookshops offering discounts to its members.

Some Membership Benefits may include:

- Discounts in many retail shops
- Events and entertainment on campus
- Student rates on organised trips and activities
- Discounts on textbooks and stationery at campus bookshops
- Access to discounted movie tickets (on presentation of your North Coast TAFE Student card)
- Many other benefits as provided by your local Student Association
- Having your say in student issues by joining your Student Association Board

Please Note: Not all services listed above are available at all Campuses. To find out what your local benefits are, please contact your local Student Association!

Student Association Officers

All campuses have a Student Association Officer. Student Association Officers at North Coast TAFE support two or three campuses. Their role is to determine what facilities, services and activities are needed by students, and to setup/assist the Student Association Board (which is comprised of students) develop ways to meet these needs. They can also assist you in joining sporting activities in your region.
Mark Thorn
Coffs Harbour, CHEC and Macksville Campuses
Ph: 02 6659 3363

Angela Boorman
Grafton, Maclean and NFEIC Campuses
Ph: 02 6641 1654

Meredith Gibson
Port Macquarie, Kempsey and Wauchope Campuses
Ph: 02 6581 6296

Kylie Jones
Kingscliff and Murwillumbah Campuses
Ph: 02 6674 7252

Jane Burrows-Soutar
Lismore and Casino Campuses
Ph: 02 6626 6489

Stacie Bassett
Taree and Great Lakes Campuses
Ph: 02 6591 3715

Debbie Anderson
Wollongbar and Ballina Campuses
Ph: 02 6620 4846

Library
Once you have enrolled and receive your student ID card, you are eligible to use the library and its facilities. Library staff can help you find the most useful and up-to-date information. They also offer individual help and class sessions for all study areas. Books, DVD’s, newspapers and magazines are for loan in the library.

Facilities include study areas, DVD player and TV, Group study rooms. Computers are available with internet and course software, wireless access for laptops. To use the computers you need your own log-in and password. This can be found on the receipt you get from administration when you enrol.
User name and Email Address

When you enrol at administration, you will be given a receipt which shows your user name, password and TAFE email address at the bottom of the page. You will need this information when using the computers in class and at the library. It is important to regularly check this email address or if you prefer you can nominate another address that you use more regularly with the administration team. We may use email to communicate any updates that DIAC may make to migration/visa policy. The International Student Centre also uses email communication to send out your financial statements, offer letters etc.
Studying and Coursework Information

International students studying with TAFE NSW must comply with Standard 11.2 of the National code which sets out course progress requirements of overseas students.


Satisfactory and Unsatisfactory Progress

At the beginning of each semester you will be given information about the requirements and the assessments in your course.

At TAFE NSW **satisfactory progress** means passing at least 50% of the units in one semester. For example if you are taking 10 units you must pass at least 5 units. If you do not meet this requirement your progress is considered unsatisfactory. In such cases, an intervention strategy is put in place in the form of a Learning Agreement.

Attendance forms a part of your course progress and is recorded daily and monitored every fortnight. If the Head Teacher at your college considers at any time during a semester that you are at risk of not making satisfactory progress, an intervention strategy may be put in place.

You are also encouraged to contact the college International Student Coordinator if you are experiencing difficulties in your studies.

**Unsatisfactory progress over two semesters**

If you fail more than 50% of the units in a semester for two consecutive semesters, you will be given notice by the International Services Coordinator at your college that you are going to be reported to The Department of Immigration and Citizenship [DIAC].

**Intervention strategy**

An intervention strategy is a plan to help you achieve satisfactory progress in all your units. The strategy may involve any of the following, or other strategies:

- receiving assistance with personal issues, which are influencing progress
- attending tutorial sessions or study groups
- reasonable adjustment for assessment tasks
- extension of time for assessment tasks
- being placed in a suitable alternative subject within a course or a suitable alternative course

The intervention strategy will be written into a Learning Agreement which you sign to demonstrate understanding and agreement. This Learning Agreement will be monitored over the following semester. The Head Teacher will be the contact for this plan and its progress.
Appeals Process

Before you are reported to DIAC for unsatisfactory progress, you will have 20 days to appeal. Students are allowed to appeal for the following reasons:

- You believe that your marks have not been recorded or calculated correctly
- You believe that you have compassionate or compelling reasons for not making satisfactory progress
- You believe that the college has not implemented its Intervention Strategy for TAFE NSW International Students and therefore has not assisted you.

Your appeal will be considered by an Appeals Panel. During any Appeal Process the student must continue to be enrolled and attend classes where appropriate. Depending on the outcome of the appeal, you may or may not be reported to DIAC.

Suspending student enrolment

What does suspension mean?

This means that a student stops studying for a week or more while the course is in progress. Sometimes it is also called leave of absence. A student must ask for prior approval to suspend studies or TAFE NSW can suspend a student (usually a student discipline matter). The Department of Immigration and Citizenship (DIAC) must be informed if a student’s study is suspended as this may impact the visa conditions.

When can a student request suspension of their study?

A suspension of studies will only be approved by TAFE NSW in compelling or compassionate circumstances. These circumstances might include medical reasons or extreme personal circumstances.

Should you be absent for one week or more you must talk to the International Services Coordinator to discuss your circumstances and if eligible complete a Request for Suspension Form. If the absence is for 2 or more weeks the Department of Immigration will be notified and this may have an effect on your student visa.

The DIAC guidelines on what can be accepted as a valid reason for suspension of studies say compassionate and compelling circumstances are usually not under the control of the student and may have an impact on course progress.

For example:

- Serious Illness or injury – the student must provide a medical certificate which must state clearly that the student was unable to attend classes and unless unfit for travel will usually be required to return to their home country to recuperate
- Bereavement – the death of close family members such as parents or grandparents. Where possible a death certificate should be supplied
- Major political upheaval or natural disaster in the home country which requires the student to return (emergency travel) and this has impacted on studies
- Traumatic experience – for example, being involved in or witnessing an accident or witnessing an accident or a crime and this had had a negative impact on studies (in these cases Police or Psychologist’s reports are required)
- Where your education provider cannot offer you a pre-requisite unit
- Inability to begin studying on the course commencement date due to a delay in receiving a student visa
Withdrawal of Studies

If a student requires a full semester off they are required to withdraw for a semester or to cancel their enrolment. A suspension or withdrawal cannot extend beyond six months.

If a student withdraws they are expected to leave the country and return to their home country for the duration of the withdrawal.

The ESOS ACT

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.dest.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

You’re right to know:

- who the contact officer or officers are for overseas students;
- if you can apply for course credit;
- when your enrolment can be deferred, suspended or cancelled;
- what your provider’s requirements are for satisfactory progress in the courses you study;
- how your attendance and course progression will be monitored throughout your period of study;
- what will happen if you want to change providers;
- how to use your provider’s complaints and appeals process; and
- how to use your provider’s student support services;
Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress;
- If attendance is recorded for your course, follow your provider’s attendance policy; and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Early Exit from Course

If circumstances change and you finish your course earlier than the predicted length of study, you may be able to exit with a lower level qualification provided you have met the course requirements. For example, if you were studying a Diploma in Hospitality and decided to finish studies after one year and had completed enough units to pass at a Certificate III level, you would need to pay an administrative fee of $75 to exit with this qualification.

Extra English Classes

Many students need to continue to work on their English in order to improve their study prospects, job prospects and to improve communication in their life outside of TAFE.

TAFE strongly encourages our students to attend extra English classes available through the Adult Migrant Education Programme. Course fees are kept low so as to make these classes accessible to everyone. To enquire about times and course fees please contact the following providers:

- **Kingscliff** English Language Centre - Therese Murphy 6674 7256
- **Murwillumbah** TAFE - Pamela Jackson 6672 0811
- **Ballina** TAFE – Julie Wykeharn 6681 8910
- **Wollongbar** TAFE – Ann Sky 6620 4725
- **Lismore** TAFE - Lisa Weingarth 6623 0271
- **Casino** TAFE – Lindy Sutter 66612024
- **Maclean** TAFE – Debbie Noble 6603 5012
- **Grafton** TAFE - Bernadette McGowan 6641 1661
- **Coffs Harbour** TAFE - Stephen Miller 6648 2424
- **Macksville** TAFE – Brenda Neave 6569 2014
- **Kempsey** TAFE - Lorraine Williams 6566 2316
- **Port Macquarie** TAFE - Lisa Rushton 6581 6224
- **Taree** TAFE - Margaret Gardner 6591 3704
- **Great Lakes** TAFE – Paul Dickson 6555 0606
Plagiarism

A TAFE student has just found some good stuff on the Web for the next assignment. They highlight a paragraph and copy and paste it into their assignment. The student quickly changes the font so it matches the rest of the report and continues research.

This student has made a big mistake. Do you know what they did? They committed plagiarism. Plagiarism is when you use someone else’s words or ideas and pass them off as your own. It’s not allowed in school, college, TAFE or University so it’s a good idea to learn the proper way to use resources, such as websites, books, and magazines.

Plagiarism is a form of cheating but it’s a little complicated so a student new to the system might do it without understanding that it’s wrong. The student should have given the author and the website credit for the information. Why? Because the student didn’t know this information before they came to the website. These aren’t their thoughts or ideas. Plagiarism Steals Ideas.

The word plagiarism comes from a Latin word for kidnapping - stealing a person. Plagiarism is stealing a person’s ideas or writing. Someone’s words and thoughts are personal property, too.

What should the student have done? They should have written down the name of the website and the name of the person who wrote the article. Then they could have added it and given credit to the source. Teachers have different rules on how you list sources. Ask your teacher which referencing style is used and how to get a copy. The guide will have examples of referencing for different sources. For example a CD will be referenced differently to a newspaper article. Look carefully at the example and copy the style completely including where the brackets, full stops and commas are.

Don’t be nervous. Just make sure you show where the information came from. Even if you put the information into your own words, you still should list the source. Ask yourself, “Would I know this if I hadn’t read it on that website or in that book?” If the answer is no, list the source.

Plagiarism Is Lazy. Though plagiarism can be accidental, it’s sometimes done on purpose and that’s just being lazy. By copying whole paragraphs from different places, a student doesn’t have to spend the time thinking about the subject, gathering his or her own thoughts about it, and then putting it into original words. Cut, paste, and you’re done.

Copying your friend’s assignments is also plagiarism and even if another student copies your assignment you can also be penalised for plagiarism.

What Happens if I Plagiarise?

The bottom line is plagiarism is easy to identify and will be found out by your teacher. At the very least you will fail your assignment and may even fail your subject. At the worst you can be suspended or expelled. Don’t plagiarise- you will be caught and North Coast TAFE will take action.
Learner Support

Learner support centres are available to help you be successful in your studies. For example, many students have trouble with writing essays, preparing for exams, researching topics, using computers for assignments or even fully understanding what is expected in an assessment task. Teachers in the Learner Support Centre are rostered at various times and are available to help you. You will receive individual attention.

Tutorial support offers help to develop your skills in English language, literacy and numeracy to a level that enables successful course completion. It is for students enrolled in courses up to Certificate IV level. You can ask your teacher for more information or contact the General Education section.

- Get feedback from a real person
- Improve your writing skills before submitting an assignment
- Ask for help with research, library skills and referencing
- Get help with basic maths calculations, biology, chemistry, physics and more
- Plus, you can get feedback on your resume and job applications
- **Free** for students in all courses

**Don’t have your access card yet?**
Contact your Head Teacher or Teacher
Cards also available at your campus library

Open Hours:
Monday to Sunday 3pm - 11pm
Disability Services

North Coast TAFE believes that education should be equally available to everyone who wants to study and build a career. To help make this happen for students with disabilities, we have Head Teacher/Consultants (Disabilities) located at selected campuses throughout the Institute.

A Head Teacher/ Consultant (Disabilities) can help you by providing:

- Information about courses before you enrol
- Enrolment advice and assistance
- Assessing, planning and negotiating educational support
- On-going advice and support to keep your plan on track
- Information on other TAFE and community services

Examples of educational support offered to people with disabilities include:

- Flexible attendance
- Tutors
- Pre-enrolment assistance
- Note-takers
- Interpreters for Deaf/hearing impaired students
- Exam support
- Assistive technology
- Access and mobility
- Ergonomic equipment

<table>
<thead>
<tr>
<th>Disability Consultants</th>
<th>Location</th>
<th>Description</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anita Raftery</td>
<td>Kingscliff</td>
<td>Vision Disabilities</td>
<td>02 6674 7234</td>
</tr>
<tr>
<td>Mark Jewell</td>
<td>Wollongbar</td>
<td>Intellectual Disabilities</td>
<td>02 6620 4759</td>
</tr>
<tr>
<td>Bronwyn Watson</td>
<td>Lismore</td>
<td>Hearing Disabilities</td>
<td>02 23 0216</td>
</tr>
<tr>
<td>Julie Corcoran</td>
<td>Grafton</td>
<td>Physical Disabilities</td>
<td>02 6641 1631</td>
</tr>
<tr>
<td>Gillian Smith</td>
<td>Coffs Harbour</td>
<td>Intellectual Disabilities</td>
<td>02 6648 2440</td>
</tr>
<tr>
<td>David Bowles</td>
<td>Port Macquarie</td>
<td>Physical Disabilities</td>
<td>02 6581 6275</td>
</tr>
<tr>
<td>Rhonda Ebeling</td>
<td>Taree</td>
<td>Intellectual Disabilities</td>
<td>02 6591 3645</td>
</tr>
</tbody>
</table>
Mental Health

Counselling services are available to students with regard to assistance with issues relating to homesickness, grief, stress, anxiety, relationships etc. if your concern is of a more serious nature you may be referred to see out assistance from a mental health unit.

To improve access to Mental Health services for people living in rural and remote areas of the North Coast there is a 24 hour a day, seven day a week access line.

**Mental Health Access Line:** 1300 369 968

The mental health access line will focus on providing access to mental health services 24 hours a day, 7 days a week, to people living between Tweed Heads and Port Macquarie. Multi-disciplinary Mental Health professionals staff the line thereby providing a first point of contact to Mental Health services.

The mental health access line will assess the needs of the person calling and determine the level of urgency, severity and response required. If the client does require further mental health intervention, this information will be passed on to the Acute Care Service Liaison Worker.

Please let the international office know if you are struggling with mental health issues so that we can assist you in finding the best support and are aware of medical conditions which might impact you academic progression.

If you are having other concerns with your career choices such as choosing the correct career for you, educational problems like learning difficulties or questions about further education you can contact your campus as ask for the contact details for the local councillor. *(See page 8 of the booklet)*

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on:

**Website:** [www.nutritionaustralia.org](http://www.nutritionaustralia.org)

**Exercise** - do at least 30 minutes of moderate exercise a day.

**Sleep** - get at least 8-9 hours of sleep a night.

**Nutrition** - keep a balanced diet remembering to eat lots of vegetables and fruit every day.

**Binge drinking** - limit your consumption of alcohol and avoid binge drinking. Binge drinking describes the habit of drinking to excess when you do drink, with little or no understanding of your limits to accommodate the amount of alcohol in your blood.

Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs). It also means taking responsibility for your body, your health, your partners health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex.

**Always use condoms** as condoms are the only form of contraception that protects against STIs (sexually transmitted infections) and unplanned pregnancy. But females should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP (doctor).
What to do if you are sexually assaulted?

If you are sexually assaulted, your first point of contact should be the police or your closest sexual assault service.

If you are assaulted, you should take the following steps:

- From a public phone or mobile phone, ring the police on 000.
- Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
- Don't drink alcohol or take tranquillisers or other drugs, as you will have to give a clear account of what happened.
- Try to remember everything you can about your attacker.
- Remember, you are the victim and not to blame. Sexual assault is a serious crime and can happen to people regardless of their gender or sexuality.
International Student Opportunities

International Student of the Year Awards

North Coast TAFE Campus International Students of the Year Award

North Coast TAFE recognises the achievement of its students each year through the North Coast TAFE Student Achievement Awards. In 2014 there will be a category recognising for our International Services Your International Services Coordinator will provide you with more information about nominating for this award.

Questions on our nomination form are below and indicate the types of activities that may place you in a position to be nominated.

Please comment on the student’s academic and career highlights:

- These may include academic achievements, career successes, skill development, improvement progress, peer relations, class participation, and attitude to learning, team work, and motivation, success in competitions or campus/section activities and campus involvement.

Please comment on any personal attributes/situations you believe may be relevant:

- These may include personal attributes, personal achievements, community involvement, personal situation, challenges overcome and achievements in other pursuits.

Please comment on any other aspect you believe is relevant to the student’s nomination:

Council of International Students Australia Student of the Year Award

CISA International Student of the Year award is about recognizing the significant contribution that International Students make to the Australian community. We are looking for a well balanced international student, who has not only demonstrated academic excellence but also dedicated a portion of his or her time to help others and made a difference.

The Council of International Students Australia (CISA) is the national peak student representative body for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level.

For more information: [http://cisa.edu.au/award](http://cisa.edu.au/award)

New South Wales Government International Student of the Year Awards

The International Student Awards aims to encourage social engagement, not only within the international student community, but to the broader NSW community.

The NSW International Student of the Year Awards offers an opportunity to showcase initiatives and achievements of international students in higher education, vocational education and training, English language, and schools programs.

International Student Ambassador Programme

**Write blogs, host an event, earn money and gain professional development!**

We think you’ll agree that, in some ways, North Coast TAFE is the best kept secret around. We want to change that, and we’re looking for six suitable international students to be our ambassadors and tell the world about the North Coast TAFE student experience.

All we require from you is for you to be extremely well connected into social media (e.g. Facebook, Twitter), web-savvy, keen to write a regular blog and happy to host a promotional event. In return we’ll pay you $22 per hour for six hours of blogging each month for twelve months. Plus we’ll include professional development sessions to help improve your skills in leadership, presentation, interviews and technology.

Interested? Complete the application form overleaf and send it to:

Diane Nance-Kivell, International Services Coordinator diane.nance-kivell@tafensw.edu.au

(02) 6674 7320 or 0417 127 474

---

**More than you imagine**

---

**TAFE NSW North Coast Institute**
Application for International Student Ambassador Role

PART 1: Your details

Name: 
Address: 
Mobile phone number: 
Email address: 
Campus: 
Course: 
Country: 

PART 2: Your social media usage

<table>
<thead>
<tr>
<th>Social Media</th>
<th>Time of day used</th>
<th>Hrs. per week</th>
<th>No. of connections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Twitter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>YouTube</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LinkedIn</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PART 3: submission blog

Attach a 300-500 word blog covering your current field of study, previous study or work experience, your interests and activities outside TAFE and anything else you think relevant.

Sample student ambassador blogs:


Campus Maps

Ballina Campus:

Casino Campus
Coffs Harbour Campus:

Coffs Harbour Education Campus (CHEC):
Grafton Campus:

Great Lakes Campus:
Kempsey Campus:

Kingscliff Campus:
Maclean Campus:

Murwillumbah Campus:
Port Macquarie Campus:

Taree Campus:
Trenayr Campus:

Wauchope Campus:
Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time.

Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond.

Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

Some useful contact numbers:

<table>
<thead>
<tr>
<th>Electricity</th>
<th>Mental Health Access Line:</th>
</tr>
</thead>
<tbody>
<tr>
<td>132 356</td>
<td>1300 369 968</td>
</tr>
<tr>
<td>Domestic Violence Line 24 hours</td>
<td>Poisons Information Centre</td>
</tr>
<tr>
<td>1800 811 811</td>
<td>13 11 26</td>
</tr>
<tr>
<td>Gambling Hotline</td>
<td>Rape Crisis Centre</td>
</tr>
<tr>
<td>1800 633 635</td>
<td>1800 424 017</td>
</tr>
<tr>
<td>Gas/BOC Gas</td>
<td>Tenancy Advice and Advocacy Service</td>
</tr>
<tr>
<td>13 12 62</td>
<td>1800 649 135</td>
</tr>
<tr>
<td>Kleenheat Gas</td>
<td>Women’s Legal Services NSW</td>
</tr>
<tr>
<td>13 21 80</td>
<td>1800 801 501 or</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.womenslegalnsw.asn.au/">http://www.womenslegalnsw.asn.au/</a></td>
</tr>
<tr>
<td>Lifeline 24 hours National Counseling Line</td>
<td>24 hour Drug and Alcohol Line</td>
</tr>
<tr>
<td>13 11 14</td>
<td>1300 66 22 63</td>
</tr>
</tbody>
</table>

Legal Aid

Legal Aid provides a range of services to people who need advice, assistance and representation, and who qualify for legal aid. This help can be in various ways.

For help over the phone call the Law Access line 1300 888 529.

For face to face legal advice or assistance with a legal issue such as a court case please contact one of the following offices. Or visit www.legalaid.nsw.gov.au
### Information of Interest

<table>
<thead>
<tr>
<th>Area of interest</th>
<th>URL</th>
<th>Information on</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Coast TAFE</td>
<td><a href="http://www.northcoast.tafensw.edu.au">www.northcoast.tafensw.edu.au</a></td>
<td>Campus maps and contact details amongst others</td>
</tr>
<tr>
<td>North Coast TAFE Career Connect</td>
<td><a href="http://www.northcoast.tafensw.edu.au/Pages/CareersConnect.aspx">www.northcoast.tafensw.edu.au/Pages/CareersConnect.aspx</a></td>
<td>Online resume builder and jobs board</td>
</tr>
<tr>
<td>Accommodation</td>
<td><a href="http://www.sharedstudentaccommodation.com/">www.sharedstudentaccommodation.com/</a></td>
<td>Shared accommodation opportunities and tips</td>
</tr>
<tr>
<td>Council of International Students Australia</td>
<td><a href="http://www.cisa.edu.au/">www.cisa.edu.au/</a></td>
<td>Peak body of student representatives for student issues and advocacy</td>
</tr>
<tr>
<td>Student Safety Issues</td>
<td><a href="http://www.thinkbefore.com/">www.thinkbefore.com/</a></td>
<td>Videos on how to stay safe and how to minimise risk</td>
</tr>
</tbody>
</table>
Send a Mate to TAFE

Are you a current student considering continuing your study at North Coast TAFE in 2012?

Are you a family or friend of a student considering study at North Coast TAFE in 2012?

Consider the experience of living and studying on beautiful North Coast, it can begin or continue!

We value your commitment to North Coast TAFE and would like to offer the following rewards in recognition of your loyalty and support for your role in student enrolment and referral.

A new student enrolling in a Certificate IV or Diploma course will receive:
- Two weeks FREE English tuition which can be taken during term time
- Help with a personal resume to assist with gaining local employment whilst you are studying

A family member or friend referring a student will receive:
- a FREE iPod

A continuing student enrolling for 2012 will receive:
- a FREE iPod

We look forward to assisting with your enquiry for more information please contact:

Gillian Gray  Manager, International Programs
Phone: 02 6674 7320
Website: northcoast.tafensw.edu.au
Email: nci.international@tafensw.edu.au

All information is correct at time of printing. Course commitment is subject to sufficient resources and demand for the course. For up-to-date information on course content, attendance conditions, fees, vaccinations, health and medical information, recognition of prior learning and credit transfer capture, student support services including diary and currency services, student rights and improving discipline, dispute and non-prior enrolments, and Department of Education and Training (Queensland) website.
General Information

Transport Information

Driving

Living in regional Australia means that public transport options are sometimes limited (please see links to bus companies around your campus). Many students find it more convenient to buy a car (often second-hand) to travel to and from TAFE. We strongly encourage you to take extra safety precautions and observe the speed limits when driving as many international students have car accidents.

The Road Traffic Authority (RTA) is where you will need to get your license and register your car.


If you hold a license from your own country and wish to gain a license here please look at the following link: http://www.rta.nsw.gov.au/licensing/downloads/gid_english.pdf

If you wish to buy a second hand car please check your local newspapers, car yards and website links such as www.countrycars.com.au/

Once you have found a car you are interested in it is a good idea to:

- Take it for a test drive
- Ask for a Pink Slip or Roadworthy Certificate before purchase (a pink slip is a statement by a mechanic to say it will pass road safety tests. Additionally it is a requirement for registering your car.
- Take the car to an independent mechanic to be inspected for a Roadworthy Certificate
- Do a revscheck to avoid finding out later that there is an unpaid debt on the car which you may inherit or the car has been in an accident. To do this write down the registration plate number and the Chassis and VIN Number located inside the bonnet. Then use these details at revscheck.com.au/ A small fee is involved but it could save you a lot of money later or from buying what is commonly called in Australia --“a lemon”.

Carpooling

Carpooling is when someone with a car can provide someone who needs transport travelling in the same direction a lift. Sometimes this may include a small contribution to petrol.

The Northern Rivers Carpool is an online service for anyone who wants to save money, meet new people and reduce their carbon footprint while travelling to work or study. The NR Carpool is so easy to use. It takes two minutes to join the network and then NR Carpool will search its database and match you with other people travelling in the same direction.

(Source: Northern Rivers Carpool) http://www.nrcarpool.org/
Bus Companies:

<table>
<thead>
<tr>
<th>Location</th>
<th>Company</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffs Harbour Campus &amp;</td>
<td>Busways</td>
<td>(02) 6652 2744</td>
</tr>
<tr>
<td>Coffs Harbour Education Campus</td>
<td>Sawtell Coaches</td>
<td>ph: (02) 6653 3344</td>
</tr>
<tr>
<td>Lismore</td>
<td>Northern Rivers</td>
<td>ph: (02) 6626 1499</td>
</tr>
<tr>
<td></td>
<td>Eyears</td>
<td>ph: (02) 6662 5614</td>
</tr>
<tr>
<td>Grafton</td>
<td>Busways</td>
<td>(02) 6652 2744</td>
</tr>
<tr>
<td>Taree</td>
<td>Eggins</td>
<td>ph: (02) 6552 2700</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Brunswick valley coaches</td>
<td>ph: (02) 6680 1566</td>
</tr>
<tr>
<td></td>
<td>Surfside Buses</td>
<td>ph: 13 12 30</td>
</tr>
<tr>
<td>Wollongbar</td>
<td>Ballina Bus lines</td>
<td>(02) 66863666</td>
</tr>
<tr>
<td>Murwillumbah</td>
<td>Brunswick valley coaches</td>
<td>ph: (02) 6680 1566</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Busways</td>
<td>(02) 6652 2744</td>
</tr>
<tr>
<td>Kempsey</td>
<td>Busways</td>
<td>(02) 6652 2744</td>
</tr>
<tr>
<td></td>
<td>Cavanaghs</td>
<td>ph: 1300 309 922</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ph: (02) 6562 7800</td>
</tr>
<tr>
<td>Wauchope Campus</td>
<td>Busways</td>
<td>(02) 6652 2744</td>
</tr>
</tbody>
</table>

Air, Bus Train

Most areas are covered by bus, air and train. These services connect to the Gold Coast, Brisbane, Sydney and Melbourne. Enquire at your local travel agent for further information.

Coach Companies:

- Train: Countrylink [www.countrylink.info](http://www.countrylink.info)
### Distances between Campuses

#### Coffs Harbour campus to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>533km</td>
<td>6 hours 39 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Bus</td>
<td>533km</td>
<td>9 hours 5 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Train</td>
<td>533km</td>
<td>8 hours 57 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>395km</td>
<td>5 hours 23 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Bus</td>
<td>395km</td>
<td>8 hours 30 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Train</td>
<td>395km</td>
<td>5 hours 33 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>162km</td>
<td>2 hours 18 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Bus</td>
<td>167km</td>
<td>2 hours 50 min</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Car</td>
<td>289km</td>
<td>4 hours 3 min</td>
</tr>
</tbody>
</table>

#### Coffs Harbour Education campus (CHEC) to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>533km</td>
<td>6 hours 35 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Bus</td>
<td>533km</td>
<td>9 hours 5 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Train</td>
<td>533km</td>
<td>8 hours 57 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>395km</td>
<td>5 hours 23 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Bus</td>
<td>395km</td>
<td>8 hours 30 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Train</td>
<td>395km</td>
<td>5 hours 33 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>162km</td>
<td>2 hours 18 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Bus</td>
<td>167km</td>
<td>2 hours 45 min</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Car</td>
<td>289km</td>
<td>4 hours 3 min</td>
</tr>
</tbody>
</table>

#### Grafton to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>401kms</td>
<td>5 hours 35 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Train</td>
<td>412kms</td>
<td>19 hours 8 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>319kms</td>
<td>4 hours 18 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Train</td>
<td>319kms</td>
<td>4 hours 15 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Car</td>
<td>83kms</td>
<td>1 hours 17 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>242kms</td>
<td>3 hours 35 min</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Car</td>
<td>214km</td>
<td>2 hours 57 min</td>
</tr>
</tbody>
</table>

#### Kempsey to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>419kms</td>
<td>5 hours 3 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Train</td>
<td>419kms</td>
<td>7 hours 38 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>506km</td>
<td>6 hours 56 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Train</td>
<td>506kms</td>
<td>7 hours 15 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Car</td>
<td>114km</td>
<td>1 hour 38 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>49kms</td>
<td>42 min</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Car</td>
<td>401 km</td>
<td>5 hours 35 min</td>
</tr>
</tbody>
</table>
### Kingscliff to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>821km</td>
<td>10 hours 41 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Coach to Casino &amp; train</td>
<td>831km</td>
<td>15 hours 37 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>112km</td>
<td>2 hour 21 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Bus &amp; Train</td>
<td>112km</td>
<td>2 hours 30 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>450km</td>
<td>6 hour 17 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Car</td>
<td>288km</td>
<td>4 hours 2 min</td>
</tr>
</tbody>
</table>

### Lismore to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>736km</td>
<td>9 hours 31 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Train</td>
<td>736 km</td>
<td>12 hours 30 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>198km</td>
<td>2 hours 42 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Car</td>
<td>240km</td>
<td>2 hours 55 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>366km</td>
<td>5 hours 10 min</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Car</td>
<td>92km</td>
<td>1 hour 21 min</td>
</tr>
</tbody>
</table>

### Murwillumbah to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>811km</td>
<td>10 hours 40 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Bus</td>
<td>811km</td>
<td>11 hour 38 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>131km</td>
<td>1 hour 53 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Bus</td>
<td>131km</td>
<td>1 hour 38 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Car</td>
<td>279km</td>
<td>4 hours 4 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Bus</td>
<td>279km</td>
<td>5 hours 20 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Train</td>
<td>279km</td>
<td>6 hours 40 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>441km</td>
<td>6 hours 19 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Bus</td>
<td>441km</td>
<td>12 hours 20 min</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Car</td>
<td>25.7km</td>
<td>25 min</td>
</tr>
</tbody>
</table>

### Port Macquarie to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>384km</td>
<td>4 hours 43 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>555km</td>
<td>7 hours 40 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Bus</td>
<td>555km</td>
<td>10 hours 20 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Car</td>
<td>163km</td>
<td>2 hours 23 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Bus</td>
<td>165km</td>
<td>2 hours 50 min</td>
</tr>
</tbody>
</table>

### Taree to:

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>308km</td>
<td>3 hours 48 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Bus</td>
<td>320km</td>
<td>5 hours 5 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Train</td>
<td>308 kms</td>
<td>5 hours 23 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>623 kms</td>
<td>3 hours 48 min</td>
</tr>
<tr>
<td>Location</td>
<td>Form of transport</td>
<td>Kilometers</td>
<td>Time frame</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------</td>
<td>------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Train</td>
<td>623kms</td>
<td>8 hours 57 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Car</td>
<td>230km</td>
<td>3 hours 9 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>81km</td>
<td>1 hour 10 min</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Car</td>
<td>517km</td>
<td>7 hours 6 min</td>
</tr>
</tbody>
</table>

**Wollongbar to:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Form of transport</th>
<th>Kilometers</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Car</td>
<td>743kms</td>
<td>9 hours 38 min</td>
</tr>
<tr>
<td>Sydney</td>
<td>Train</td>
<td>743kms</td>
<td>16 hours 12 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Car</td>
<td>192kms</td>
<td>2 hours 38 min</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Bus</td>
<td>192kms</td>
<td>1 hour 38 min</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Car</td>
<td>212kms</td>
<td>3 hours</td>
</tr>
<tr>
<td>Coffs Harbour</td>
<td>Bus</td>
<td>212kms</td>
<td>3 hours 20 min</td>
</tr>
<tr>
<td>Port Macquarie</td>
<td>Car</td>
<td>373kms</td>
<td>5 hours 17 min</td>
</tr>
<tr>
<td>Kingscliff</td>
<td>Car</td>
<td>87kms</td>
<td>1 hour 18 min</td>
</tr>
</tbody>
</table>

*Please note that not all travel services are available in all areas. Combinations of transport may be required to reach desired destinations.*

Sources:
- [http://www.countrylink.info/](http://www.countrylink.info/)
Public Transport Safety

Travelling on public transport should be a safe and comfortable experience.

**Buses**

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don’t open your purse or wallet while boarding the bus, have your money / pass already in your hand
- At night, wait in well-lit areas and near other people
- Check timetables to avoid long waits

Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse and your belongings close by your side. Keep your wallet inside your coat pocket
- Check your purse/wallet if someone crowds or pushes you
- If you see any suspicious activity, inform the driver

**Trains**

Many travelling tips that apply for trains are the same as for buses. In addition

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras.
- Carriages nearest the drivers are always left open and well lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person, you may feel more comfortable to move to another carriage with other people or closer to the driver.

**Taxis**

Travelling by taxi is generally quite a safe method of transport but me mindful that it may be quite an expensive option for mong distances. To increase your confidence when travelling by taxi, consider the following suggestions

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi.
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g. “look after my friend Mr/Ms yellow cab No 436”
- Stay alert to your 4 surroundings and limit your conversation to general topics
- If you don’t want your home address known, stop a few houses away from your destination.
If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop; you may choose to make an excuse to do so e.g. “I have a headache could we please stop talking”.
- Leave the taxi when it stops at a traffic sign or lights.
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don’t stop.

Personal Safety

General

When you are out and about it is important to be alert and aware of your personal safety.

If you are **going out at night** remember:

- You should not walk alone at night and it is recommended that you always try to walk with a friend.
- Do not carry large sums of cash.
- If alone please catch a taxi or a shuttle bus.
- Students should alert security of any strangers seen on campus or at accommodation after dark.
- Students should alert security or the student advisor immediately if there is fear for safety.
- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member.
- Never hitch-hike (get a lift in a car with a person you do not know)
- Make sure that you stay with your party and that someone knows where you are at all times
- Make sure you have enough money to get home or to phone.
- Keep away from trouble- id you see any trouble or suspect that it might be about to start- move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change- they could have other motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. As someone spike your drink.

If you are out and about

- Be alert to your surroundings and the people around you, especially if you are alone or it’s dark.
- Whenever possible, travel with a friend or as part of a group.
- Stay in well-lit areas as much as possible.
- Walk confidently and as a steady pace.
- Make eye contact with people when walking-let them know that you have noticed their presence.
- Do not respond to conversation from strangers on the street or in a car- continue walking.
- Be aware of your surroundings, and avoid using personal stereos or radios- you may not hear trouble approaching.
- Always keep your bags in view and close to your body.
- Be discrete with your money and mobile phones.
- When going to your car or home, have your keys in your hand so they are easily accessible.
- If you do not have a mobile phone, make sure you have a phone card or charge to make a phone call, but remember- emergency 000 calls are free of charge.
Accommodation and Home Life

Where to look for accommodation

The following is a list of places where you can go to find advertisements for accommodation:

- Student notice boards around campus
- Newspaper classifieds
- Real Estate Agent windows and websites
- Local shopping centre notice boards
- Ask other students if they know someone who wants to share or is renting a room

Renting

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than $1,000 dollars. The bond is usually set at four weeks’ rent. A bond/*security deposit* is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit. If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.
For more information visit: www.utilityone.com.au or phone 13 18 19.

You can get the process started straight away by clicking the ‘Connect me NOW’ icon on their homepage.

Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Inspecting a Potential Property

It’s a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

☑ Are there laundry facilities?
☑ Is there a telephone line already connected?
☑ Do the light fittings work?
☑ Is the oven/ stove, gas or electrical?
☑ Do the toilet and shower all work?
☑ Is there damp or mould on the walls?
☑ Is there painting required?
☑ Is the place furnished? What kind of furniture?
☑ What kind of heating/cooling is there?
☑ Is there an insect/ pest problem?
☑ Is it close to transport, shops, and campus?
☑ Will the area be noisy? Is it on a busy road?
☑ Is there good security?
☑ Will the landlord carry out any repairs before you move in?
☑ How are repairs made once you live there, and who pays for which repairs?

Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don’t panic, take your time, and don’t compromise on important principles.

Bills and Expenses

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone? If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know they have been paid?

A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

Food

Do you and your roommates expect to share the costs of buying food and share in the preparation?
Do you have specific food needs (allergies, preparation needs)? If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other’s needs?
Cleaning

Who will clean what? How often?
Decide exactly what "clean and tidy" means to you.
Will you hire a cleaning company to keep things under control?

Personal Habits and Individual Needs

How much privacy do you need?

Smoking and Drugs

Do you prefer to have a smoker or non-smoker as a roommate?
Is a smoker alright as long as they smoke outside the residence? (Many rental agreements will forbid smoking inside the premises).
Clarify your stance on the use of alcohol and/or illicit substances.

Music and Television

What are your musical likes and dislikes?
Do you watch TV every day or just once in a while?
Do you like to study with or without music/TV?

Personality Traits and Communication

How do you perceive yourself?
How do others perceive you?
Do you enjoy being around a lot of people - or just a few friends?
Are you more comfortable by yourself?
What about overnight visitors? When conflicts arise, how do you go about resolving them? How do you behave when you're happy - angry? What are the things that bother you most?

Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.

Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult.

Most Australians, especially landlords and rental agencies, believe it is very important for one’s living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves and Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.
Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the wheelie bins provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with regards to recycling and the days your rubbish is collected.

Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that misuse of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. (Warning: Keep all cleaning products out of reach of children and do not mix products!)

Maintenance, Fixtures and Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time.
Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home. Only working smoke alarms save lives!

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button.
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly.
- Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short ‘BEEP’ every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted.
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm.
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.
- If there is no smoke alarm or it does not work report it to your landlord.
- When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You MUST have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.
Home Security

Breaking into homes is one of our most common crimes. Most house break ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house left open or unlocked where they can get what they want with ease and make a quick getaway.

After you have moved into your new home get all your flat mates together and make an agreement on general rules for keeping your home and possessions safe.

Some general security tips

- Your house number should be clearly visible from the street in case of an emergency.
- All windows and doors should be locked when everyone is out of the house.
- The last person to leave the house each day needs to check that all windows and doors are locked and secure.
- Clear your mailbox regularly, don’t let old catalogues and mail build up, it gives the impression that no-one is home.
- Only allow residence of the flat keys/passes to the building or flat.
- Secure your personal belongings
- Avoid leaving ATM cards and credit cards at home. Never keep PIN details with your cards.
- Don’t discuss your valuables with other people.
- Keep serial numbers and/or photo records of expensive items.
- Engraving personal property or marking it with a permanent marker helps protect your personal property.
- Keep your front door locked, even when you’re inside the house.
- Do not open the door to people you do not know.
- Do not leave messages on your front door. It lets people know you are not home.
- Avoid having parcels left on your door step.
- If you have something delivered while you are out, get your neighbour to collect it.
- When you are out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight and do not keep large sums of money at home.

The emergency number in Australia is 000. Home security is an issue when deciding on a place to live. Try to find a home that preferably has security screens and locks, doors should have dead bolts, and security chain and a peep hole and it the property has an alarm system- that would also make an excellent choice. You also can dial 112 from your mobile phone. Dialling 112 will override key locks on mobile phones and therefore save time. These numbers are the equivalent of dialling 911 in the US or Canada.

Contents Insurance

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Some insurers offer a special ‘renters cover’. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to $200 per year depending on the value of your belongings.
Safe Practices in the Home

Electricity

The safe use of electricity assists in preventing house fires.

Improper use of power boards and double adaptors can lead to fires. A double adaptor or a power board plugged into another double adaptor or power board creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.

Be careful to keep electrical appliances away from water. A hair dryer takes time to cool down. For safety, allow this to happen on an inflammmable surface before storing it.

Computers, monitors and TVs can overheat and cause fires even when not in use. They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.

Light globes can become very hot. It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.

Heaters - It’s nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

Read and follow the operating instructions for your heater.
All clothes and curtains should be at least one metre from the heater.
Turn off all heaters before you leave your room or go to bed.
Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.

Candles, Oil Burners and Cigarettes

- Candles, oil burners and cigarettes can all be dangerous fire hazards.
- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don’t leave your room when a candle or oil burner is alight.
- Don’t go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily

Cooking

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
- DO NOT use water to put out an oil fire.
- Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish,
- “If Safe To Do So”.
- Turn off the cooking appliance before you leave the room or go to bed.

**Plan Your Escape**

**In a Fire:**
- Get down on the floor. Crawl to the door.
- Get out of your room.
- Close the door. This prevents smoke and fire from spreading
- Alert others.
- When outside stay out.
- Call 000.
Tips for Cheaper Living

There are many ways that you can make savings and many tips and ideas available on the intranet. Some ideas taken from zenhabits.net/the-cheapskate-guide-50-tips-for-frugal-living/ website are:

- Use a smaller car – save thousands
- Look for used first – if you need something, ask around first, you might be surprised, a friend may have what you need, or search for second hand goods
- Eat out less – restaurants and fast food is expensive, it’s much cheaper to cook your own food
- Take your lunch to college
- Adopt a minimalist wardrobe
- Stop impulse buys – only go to the shops if you know what you need to buy
- Use a 30 day list – to curb impulse buys, you want to buy something other than a necessity put it on the list with the date, and make a rule you can’t buy it until after 30 days, you’ll spend a lot less
- Use the library – don’t buy books, the library also has CD’s and DVD’s available to borrow
- Frugal exercise – it doesn’t have to cost a lot of money, go for a walk or jog
- Stay healthy – it can save you a lot of money on doctors’ visits
- Commute by bike
- Carpool or ride the bus
- Walk – if you don’t need to drive, leave more time and take a walk to your destination
- Quit smoking – save on the short and long term medical costs
- Use alcohol in moderation – if you can cut your drinking to the occasional party and once in a while with friends you will save a lot
- Sweets in moderation
- Drink water
- Batch your errands – arrange to do them in one day
- Stay home – it may not sound like fun but you can read, watch a good movie, use the internet
- Stop using credit cards – they make buying too easy
- Cancel subscriptions – do you really need magazines with so much information on line?
- Do it yourself
- Reduce convenience foods
- Cut the mobile phone usage
- Save energy
- Save gas
- Only buy bargain clothing
- Cook ahead – cook food in big batches and freeze in dinner size portions
- Wash clothes less – if it doesn’t smell, give it another wearing!
- Use a clothes line to dry clothes
- Eat less meat
Public Services and Utilities

Bank Account – Setting up

You can choose to open your bank account with any bank, credit union or building society in Australia. Do some research and get the best deal.

To open a bank account you will need:

- Your passport (with arrival date stamped on it by Australian Immigration)
- Student ID card
- Money to deposit into the account (this can be as little as $10)

Anyone who wished to open a bank account in Australia must show several pieces of personal identification which are added to a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof or your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia. After this time you will require to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have ‘Student Accounts’ which contain no or minimal fees for transactions that might normally be attached to regular saving accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.

For a comparison of accounts in banks throughout Australia visit


Most people in Australia enjoy the convenience of internet banking and/or telephone banking, which enables them to manage their money, pay bills etc. from home. When you are setting up your account you can request these services from your bank.

Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates.

Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre-Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most news agencies, post offices and convenience stores.

Making Phone Calls within Australia

To make international phone calls:

🌐 Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled).
To make domestic phone calls:

Dial – the area code + phone number

<table>
<thead>
<tr>
<th>Area Code</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>(02)</td>
<td>ACT, NSW</td>
</tr>
<tr>
<td>(03)</td>
<td>VIC, TAS</td>
</tr>
<tr>
<td>(07)</td>
<td>QLD</td>
</tr>
<tr>
<td>(08)</td>
<td>SA, WA, NT</td>
</tr>
</tbody>
</table>

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: [http://www.mobiles.com.au/mobile-phone-plans/](http://www.mobiles.com.au/mobile-phone-plans/)
Computer and Internet Access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

Australia Post

Australia Post is one of our nation’s largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

Small Letters

The cost of posting a small letter for distribution in Australia is an AU$0.60 postage stamp which you affix to the envelope.

- A small letter has the following characteristics:
- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.

Envelope Layout

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. For your local Post Office please look in the white pages of your phone book.

Envelope Face Format - Allocation of Zones
Typical Machine Addressed Envelope

- Always include a return address.
- Use a fixed-space font such as Courier 12 point and ensure the characters do not touch or overlap.
- Justify left margin.
- Silhouette Travel (Attn: Mr A Brown) PO Box 37 SPRINGVALE VIC 3171
- Postage squares are not required.
- Attention or other details should not appear in or below the last two lines of the address.
- The last line should be printed in capitals without punctuation & underlining.
- Always include the correct postcode in the last line. Leave one or two spaces between the place name, the Territory or State abbreviation and the postcode.

Typical Hand Addressed Envelope

- The bottom line should be in CAPITALS and include only the placename or post office of delivery and the State or Territory, in abbreviated form.
- Write the destination postcode clearly in the four squares postcode squares.
- Do not use the squares when addressing letters for overseas - even if the overseas postal code can fit in the squares.

www.auspost.com.au (Source: Australia Post)
Time Zones in Australia

**Australian Eastern Standard Time (AEST)**

Covers the eastern states of Queensland, New South Wales, (with the exception of Broken Hill), Victoria, Tasmania and the Australian Capital Territory. AEST is equal to Coordinated Universal time plus 10 hours.

**Daylight Saving Time**

Daylight Saving Time is the practise of advancing clocks one hour during the warmer months of the year. In Australia this is observed in New South Wales (NSW), Victoria, South Australia, Tasmania and the ACT. It is not observed in Queensland, the Northern Territory or Western Australia.

Daylight Saving Time begins at 2am on the first Sunday in October and ends at 2am (AEST) on the first Sunday in April.


If you are studying at Kingscliff campus you may need to be aware of this if travelling for appointments to the Gold Coast or if you live in Queensland and commute to Kingscliff. The time in NSW will be one hour different during October to April to the time in Queensland.
City Council Websites:

**Coffs Harbour and CHEC:**
**Coffs Harbour City Council**
The Coffs Harbour City Council Local Government Area encompasses 1174 km² which includes around 140 km of footpaths and cycle ways, 2,500 ha of reserves, parks and sporting fields and 78.8 km of coastline.

**Grafton and Treny:**
**Clarence Valley Council**
The Council area extends from the temperate New England Plateau to the rugged mountain scenery of the Gibraltar Ranges, through fertile rural lands and river plains to the spectacular Clarence Coast.

**Kempsey:**
**Kempsey Shire Council**
Located on the North Coast, Kempsey is the commercial heart of the Macleay River Valley and home to that famous Australian icon, the Akubra hat. This site contains information about the people, the area and the experienced and professional Council that serves them.

**Kingscliff & Murwillumbah:**
**Tweed Shire Council**
Tweed Shire covers 1303 square kilometres and adjoins the NSW Local Government Areas of Byron, Lismore and Kyogle, with the NSW/Queensland border to its north where it divides the twin towns of Tweed Heads and Coolangatta.

**Lismore & Wollongbar:**
**Lismore City Council**
Located in north-eastern New South Wales, Lismore is the main population centre in the Lismore local government area. The Lismore shire covers 1267 square kilometres with approximately 42,766 residents.

**Port Macquarie:**
**Port Macquarie Hastings Council**
Hastings covers an area of 3686.1 square kilometres and is located 420 kilometres north of Sydney and 510 kilometres south of Brisbane. The area is bisected north to south by the Pacific Highway, which is the main road link between Sydney and Brisbane, and the State Rail Line. A large proportion of the area is taken up by State Forest and the Werrikimbe National Park.
Taree:
Greater Taree City Council
Located on the Mid North Coast of New South Wales, less than 3 hours north of Sydney, 2 hours north of Newcastle and 1 hour south of Port Macquarie, the Local Government Area of Greater Taree encompasses an area of 3,752 sq km and a population of approximately 45,000 residents.

Ballina:
Ballina Shire Council
Located in the Northern Rivers of the Far North Coast of New South Wales, 20 minutes’ drive south of Byron Bay, Ballina Shire Council covers an area of 485 km² with a shire population of 40,753.

Casino:
Richmond Valley Council
Richmond Valley stretches from Evans Head on the eastern coast, to world heritage rainforests and National Parks surrounding Casino and Kyogle in the north, to the wild rivers of the Upper Clarence to the west.

Macksville:
Nambucca Shire Council
Located on the North Coast of New South Wales, Nambucca Valley Council encompasses an area of 1,491 square kilometres of coastline, picturesque waterways and rainforest, and a population of 8,644.

Great Lakes:
Great Lakes Council
Located on the Mid North Coast, from Forster in the north, through Pacific Palms to Hawks Nest in the south and less than 3 hours north of Sydney encompassing 3,375 square kilometres and a population of 35,932.
Australian Culture, Diversity and Lifestyle

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

**Listen, observe and ask questions**

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don’t be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

**Become involved**

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

**Try to maintain a sense of perspective**

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

**Maintain some of the routines and rituals you may have had in your home country**

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.

**Keep lines of communication open with those at home**

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.
Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

Ask for help

Don’t be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

(Source: Macquarie University)

Culture Shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

Process of cultural adjustment

Before Leaving
Happy, excited, YIPPEE!
(sad to say goodbye)

Arrival
Happy, tired, jet-lagged
(a little bit confused)

Culture Shock
Everything is new and different
(What is it with these Aussies?!)

Graduation
Happy, excited, YIPPEE!
(sad to say goodbye)

Adjusting
Making friends, feeling happy, understanding things, socialising, feeling settled

(for some the process will not be as severe)
Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

Recognition

First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive, or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

Be objective

Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

Set goals

Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

Share your feelings

Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

(Source: Rotary International Youth Exchange)

Culture and Social Customs

Greeting People

When meeting someone for the first time, it is usual to shake the person’s right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians look at the eyes of the people they are talking with. They consider this a sign of respect, and an indication that they are listening. Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.
Clothing Customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.

Polite Behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question. Australians often say, 'Excuse me' to get a person's attention and 'sorry' if we bump into them. We also say, 'Excuse me' or 'pardon me' if we burp or belch in public or a person's home.

You should always try to be on time for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, 'Bless you' when you sneeze. This phrase has no religious intent.

Australian Slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

**Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.

**BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.


**Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.

**Fortnight** - This term describes a period of two weeks.

**Barbeque, BBQ, barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.

**Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.

**Chook** - The term chook means a chicken, usually a hen.

**Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.

**Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'

**Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'

**To be crook** - to be sick or ill.

**Flat out** - busy.

**Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaller'. This also means you are not obliged to shout.

**Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.

**How ya goin'?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

*For more information on Australian slang visit: www.cultureandrecreation.gov.au/articles/slang*

**Responding to an Invitation**

**What could I be invited to?**

If you get an invitation to lunch, dinner, barbeque, party, wedding, birthday, or any type of event you will usually respond with a letter or phone call. The midday meal is called lunch, and the evening meal is called dinner or ‘tea’. ‘Tea’ can also mean a cup of tea or ‘cuppa’. If invited for tea, the time of the event is a good sign of whether your host means dinner or just a cup of tea. An invitation to tea, for anytime after 6pm (1800 hours) usually means dinner.

**How are invitations made?**

Invitations can be written or spoken. Written ones usually ask for RSVP, *(which is respondez s’il vous plaît in French) and means please reply. You should reply whether you intend to go or not. The invitation will tell you how to reply and when the reply is expected. Your host may be specific about how many people are invited. If your host invites the whole family, you should tell your host how many people would go. Usually a family is the parents and their children.

**What if I do accept an invitation?**
When you accept an invitation to a meal, it is also usual to tell the host what you cannot eat. It is perfectly okay to say that you are a vegetarian and do not eat meat or that you are Muslim or Jewish and do not eat pork. **It is not polite to arrive late** and you should make a telephone call to your host to explain if you are going to be late.

**What if I cannot accept an invitation?**

You may not always be able to accept an invitation. The best way to refuse is to say, 'thank you, unfortunately I/we have other plans at that time'. To say that you are too busy may seem extremely rude, even if it is true. Once you accept an invitation, you should only cancel if something arises where you cannot go. You should also explain the reason to your host. To cancel because you got a better invitation from somewhere else can seem very rude, and can affect new friendships. Sometimes it is best not to accept an invitation right away and to ask your host whether they would mind if you check your plans and reply to them later.

(Source: Department of Immigration and Citizenship)

**Tipping**

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income. However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.

**Public Holidays and Special Celebrations**

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

**New Year**

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. January 1 is a public holiday.

**Australia Day**

Australia Day, January 26, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

**Easter**

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar. In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.
Easter Traditions

Shrove Tuesday or Pancake Day: Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on the shoving Tuesday, and eat up all the foods that wouldn’t last the forty days of Lent without going off. Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.

Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

Hot Cross Buns: Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or a simple mixture of flour and water.

The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

Easter Eggs: Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.

The Easter Bunny: Early on Easter Sunday morning, the Easter Bunny ‘delivers’ chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

Anzac Day

Anzac Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades.

You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional “Dawn Service”, which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.
ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen’s League) Club to experience a traditional game of “TWO-UP”. A game of chance played by the ANZACS where money is wagered on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families and friends on this day, the atmosphere is one of “mate-ship” and friendliness to all and the experience of a game of two-up is a memorable one.

Labor Day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving ‘working people’ a day off and recognising the roots of trade unionist movements and workers’ rights.

Queen’s Birthday

The Queen’s Birthday holiday celebrates the birthday of Queen Elizabeth II who is not only Queen of the United Kingdom but also Queen of Australia, where the Queen’s Birthday is a public holiday celebrated on a Monday but on different dates. Having the Queen’s Birthday on a Monday, results in a three-day long weekend.

Melbourne Cup Day

The Melbourne Cup is a 2 mile international horse race run on the first Tuesday of November each year attracting the finest racehorses from around the world. Known as the “race that stops a Nation” due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory “Cup Day Breakfast”, lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a “Cup Sweep” where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people waging money. After the race is won, the prize pool is divided into amounts for 1st, 2nd, and 3rd, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the “Spring Racing Carnival” which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It’s a very colourful time to be in Melbourne.

Christmas

Christmas is celebrated in Australia on 25 December. Christmas is seen by Christians as the celebration of the birth of Jesus Christ. Christians believe that Jesus is ‘the son of God’, the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.

In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus.

On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.
Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

Carols by Candlelight have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are televised live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

The Boxing Day Test: December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.

The Sydney to Hobart Yacht Race: the “Sydney-to-Hobart” is Australia’s most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

(Source: Australian Government – Culture and Recreation Portal)

National Volunteer Week 13-19 May 2013

'Volunteers - Every One Counts'

National Volunteer Week (NVW) is the largest celebration of volunteers and volunteerism in Australia, and provides an opportunity to highlight the role of volunteers in our communities and to say thank you to the more than 6 million Australians who volunteer.

Australian volunteers are essential to society, and many charities would struggle to survive without the support of their volunteers. Australian volunteers contribute more than 700 million hours of community service to so many areas of society, including community health care, heritage and arts, environment conservation, emergency services, education, social justice and sports. NVW provides a platform to pay tribute to these volunteers who donate their time and energy to help others.

Further Tips and Other Information

Sun Safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun’s damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun’s harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

- Minimise your time in the sun between 10am and 3pm
- Seek shade
- Wear suitable clothing that provides good sun protection
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Beach Safety

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe!

- F - Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.
- L - Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.
- A - Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.
- G - Get a friend to swim with you - so you can look out for each other’s safety and get help if needed. Children should always be supervised by an adult.
- S - Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.
And remember:

- Never swim at unpatrolled beaches
- Never swim at night
- Never swim under the influence of alcohol
- Never run and dive into the water
- Never swim directly after a meal
- The Surf Environment
- Never swim in rips

What is a RIP?

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. The larger the surf the stronger the rip.

Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm

Escaping From a Rip

If you are caught in a rip:

- Don’t Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don’t fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

Negotiating the Surf

- Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.
- When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.
- Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.
- Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.
- If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water and then start swimming.
- If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).
- Stick to your predetermined path on the swim out. Check your position by occasionally raising your head for a quick look when swimming on top of a swell.

(Source: Surf Lifesaving Australia)

Storm Safety

Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, un-roof buildings, and damage trees and power lines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.

The SES (State Emergency Service) is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:
- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don’t use a landline telephone during an electrical storm
- If you are caught outside during storm
- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group – spread out, keeping people several metres apart.

Dangerous Animals and Plants

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you.

Some insects and snakes that you may encounter have a deadly bite such as the Funnel Web Spider, the Red back Spider and the Brown Snake.

Be wary of animals in their natural habitat:
- Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes.
- People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to
touch or move them.

- Never feed or play with wildlife. Native animals are by nature timid, however, having been provided food from people may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- Take care to avoid marine stingers.
- Do not enter water where crocodiles may live.

**Bites and Stings**

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

**The Australia-wide Poisons Information Centres have a common telephone number: 131 126.**

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or 000.

**Anaphylaxis – allergic reactions**

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop. For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.

**General First Aid for Bites and Stings**

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings: Seek or apply basic first aid.

- Wash with soap and water and apply an antiseptic if available
- Ensure that the patient’s tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection.

Acknowledgements

This project could not have been completed if it were not for all the wonderful international student resources that have been developed to support international students and programs throughout Australia. This is specifically to acknowledge the International Student Handbooks and online support services developed by the following education providers from whom examples of ‘best practice’ were sought:

Australian National University       Study Victoria
Central Queensland University        TAFE NSW
Charles Darwin University            TAFE Queensland
Curtin University of Technology      TAFE South Australia
Griffith University                  University of Adelaide
Education and Training International WA University of Melbourne
La Trobe University                  University of New South Wales
Macquarie University                 University of Queensland
Monash University                    University of South Australia
Education Queensland International   University of Sydney
Queensland University of Technology University of Tasmania
Southbank Institute of Technology    University of Wollongong
Study Queensland